3   that is being used to access a computer network, wherein said call

4   back is made based upon a request transmitted over said computer

5   network from a data terminal located at a remote location and

6   connected to said computer network using said telephone line, said

7   request including call back data including at least a telephone

8   number of said telephone line, said system comprising:

9   a computer network interface, connected to said computer

10   network, for interfacing with said computer network and receiving

11   said request over said computer network, for identifying said call

12   back data, and for storing said call back data including said

13   telephone number of said telephone line in a call back file; and

14   an automated dialer system, responsive to said call back

15   file, said automated dialer system including:

16   a call back campaign manager, for retrieving said

17   telephone number of said telephone line stored in said call

18   back file;

19   a call scheduler, responsive to said call back campaign

20   manager, for scheduling said telephone number of said

21   telephone line for immediate dialing;

22   a telephone number dialer, responsive to said call

23   scheduler, for initiating dialing of said telephone number of

24   said telephone line for immediate dialing, for monitoring a

25 status of said telephone line, and for connecting an answered

26 call **between said inquiring party telephone and** [to] a

27 telephone of an available agent coupled to said automated

28 dialer system; and

29 a re-dial script, responsive to said call back campaign

30 manager, for directing said telephone number dialer to

31 [substantially] immediately redial **said** [a busy] telephone

32 number when said telephone number dialer detects a busy

33 signal after dialing said [busy] telephone number.

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1 10. (Twice Amended) A method for providing a telephone call

2 back to **an inquiring party telephone connected to** a telephone line

3 that is being used to access a computer network, wherein said call

4 back is made based upon a call back request transmitted over said

5 computer network from a data terminal located at a remote location

6 and connected to said computer network using said telephone line,

7 said call back request including at least a telephone number of

8 said telephone line, said method comprising the steps of:

9 receiving said call back request transmitted from said

10 terminal at said remote location;

11 identifying said telephone number of said telephone line to

12 be dialed;

13   placing said telephone number into a call back file;

14   retrieving said telephone number to be dialed from said call

15   back file;

16   scheduling said telephone number for immediate dialing;

automatically dialing said telephone number scheduled for

18   immediate dialing over a telephone line **using an automated dialer**

19   **system**;

20   monitoring said telephone line to detect a busy signal; **[and]**

21   redialing said telephone number when said busy signal is

22   detected; **and**

23   **connecting an answered call between said inquiring party**

24   **telephone and a telephone of an available agent coupled to said**

25   **automated dialer system.**

REMARKS

This Amendment is being filed in conjunction with the filing of a Continued Prosecution Application (CPA) in response to a Final Office Action mailed on March 15, 200 (Paper No. 4). In Paper No. 4, claims 1-6 and 8-14 were rejected (Clam 7 was canceled by the applicant in response to an earlier Office Action.)

Claims 1,3-6 and 8-14 were rejected under 35 U.S.C. §103(a) as being unpatentable over Bateman et al. in view of Grossman et